



Title: **How Registration Impacts Reimbursement**

Session: **T-2-1630**



Agenda

- Background: Complications with Identity
- Registration Impacts
- Relationship between DEERS, CHCS, and AHLTA
- Interfaced Systems
- Key Elements of Registration
- Additional Registration/Identity Elements
- Types of Registration
- Common Causes of Registration Error and Duplicate Records
- Recommendations for Reducing Duplicate Records
- Proper Patient Lookup Procedures
- Registration POC Role (Responsibilities)
- Summary



Disclaimer

- All patient's and related patient information used within the following slides is fictitious, all personally identifiable information and or protected health information has been removed. Examples are used for training only



Background: Complications With Identity

- Within the MHS, identity is driven by:
 - Benefit eligibility, not individual identity
 - Eligibility based on the patient's relationship to a sponsor
 - Patient identification based on the sponsor SSN
 - Patient registration entered on the local Composite Health Care System (CHCS) host
 - Patient may have multiple eligibilities/identities
 - Patient may be duplicated within Defense Enrollment Eligibility Reporting System (DEERS)
 - Patient may be incorrectly identified in CHCS
 - Patient can be registered on multiple CHCS hosts with different identities or registration



Registration Impacts

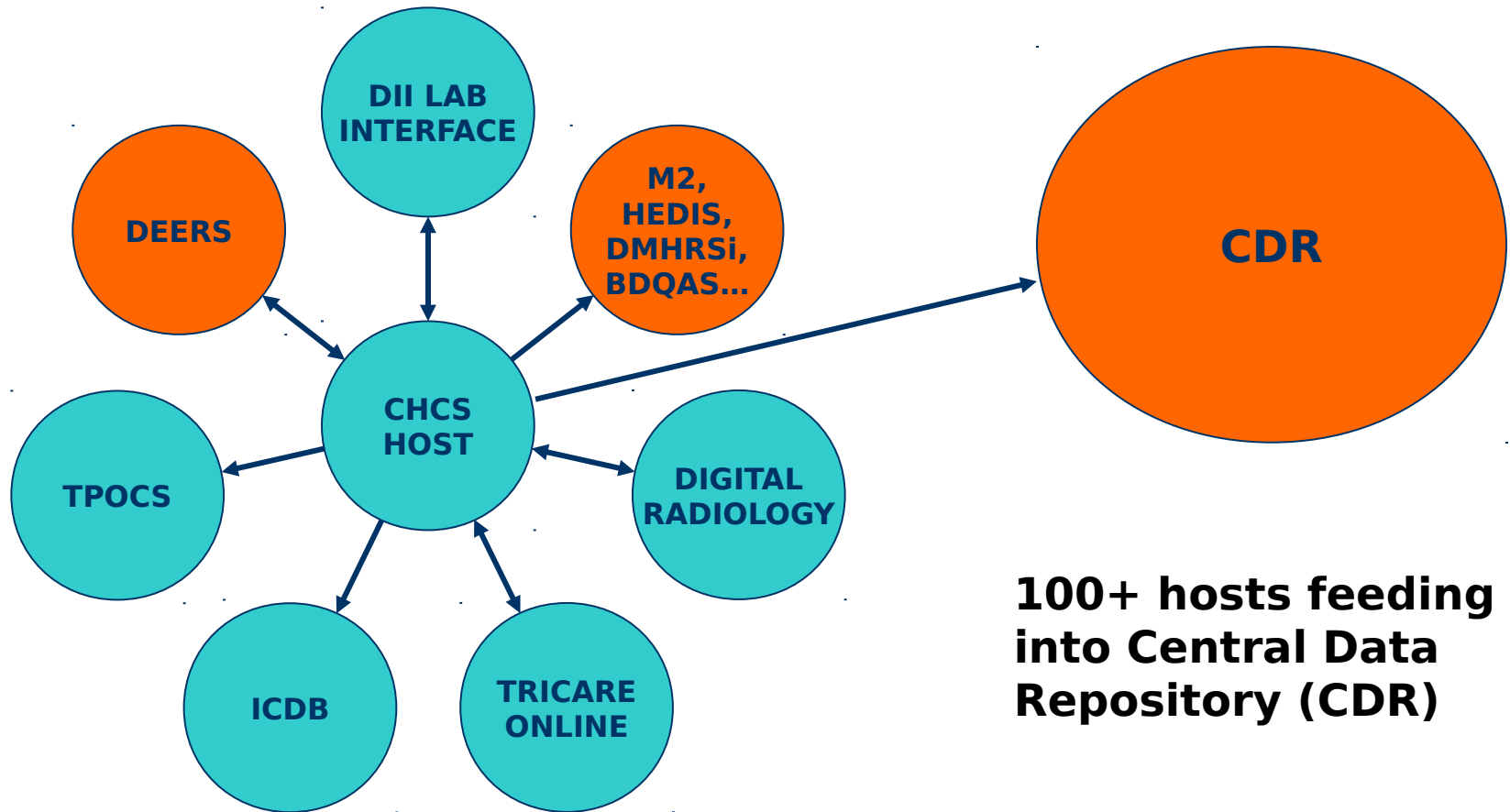
- Patient Safety
- Medication Reconciliation
- Patient Appointments
- Counting within the Managed Care Program (MCP) Enrollment Reports
- Record Retirement
- Medical Service Accounting (MSA) Billing
- Third Party Collections (TPC) Billing
- And more...



Relationship Between DEERS, CHCS, and AHLTA

- Hierarchy between systems:
 - DEERS (is GOLDEN, authoritative source of identity within the DoD)
 - CHCS
 - AHLTA
- Problems between the systems associated with registration:
 - Where do we register patients?
 - All three systems built to handle identity in slightly different ways

Interfaced Systems



Host site supported
databases

DoD supported
databases



Key Elements of Registration

- Patient and Sponsor SSN
- Patient Name
- Sex
- Date of Birth
 - These elements are the standard components between DEERS, CHCS, and AHLTA
 - The Electronic Data Interchange Person Number (EDI_PN) will not populate during initial registration if there is a significant discrepancy in the above fields in CHCS



Additional Registration/Identity Elements - EDI_PN

- The EDI_PN is a ten-digit number issued by DEERS that identifies the individual at the “person” level regardless of eligibility or sponsorship affiliation
 - It is populated within CHCS after registration (FULL or MINI) if key data elements match between CHCS and DEERS and acts as a “key” between systems establishing/confirming identity
 - Primary identifier used by AHLTA to build the electronic health record (EHR)
 - Patients missing the EDI_PN in CHCS are more likely to have registration problems and duplication in both CHCS and AHLTA
 - Patients with an incorrect (other patient’s) EDI_PN can lead to “data mixing” within and between AHLTA and CHCS



Additional Registration/Identity Elements - EDI_PN

Eligibility Response from DEERS:

<u>Sponsor FMP/SSN</u>	<u>EDI_PN</u>	<u>DEERS Eligibility Response</u>	
20/1XX-XX-XXXX	1XXXXXXXXXX9	SPONSOR	HCDP 106
30/5XX-XX-XXXX	1XXXXXXXXXX9	SPOUSE	HCDP 002
01/4XX-XX-XXXX	1XXXXXXXXXX9	CHILD	HCDP 009
01/3XX-XX-XXXX	2XXXXXXXXXX8	CHILD	HCDP 000



Additional Registration/Identity Elements - EDI PN

Patient: EXAMPLE, PATIENT

PCM Assignment Information

FMP/SSN: 20/1XX-XX-XXXX

DOB: 18Feb73

PATCAT: F11

Sex: M

Personal Data - Privacy Act of 1974 (PL 93-579)

Person Identifier Type Code:

Person Identifier:

Patient Identifier: 1XXXXXXXXXX

HCDP: 106-TRICARE PRIME INDIVIDUAL COVERAGE FOR ACTIVE

DUTY

Elig Start Date: 25 Apr 2007

Elig Stop Date: 30 Apr 2007

DMIS ID: 9999

Region Code: 99

PCM Name: PCM,DOCTOR

PCM Place of Care Phone: 1-866-555-5555

Last DEERS Elig Check: 25 Apr 2007@124258



Additional Registration/Identity Elements - EDI PN

CHCS/DEERS DISCREPANCY DISPLAY

Name: EXAMPLEA,PATIENT

Patient Category: (USAF ACTIVE DUTY)
1968/42Y

FMP/SSN: 20/1XX-XX-XXXX

SEX/DOB/AGE: M/ 20 Dec

DEERS

CHCS

Name

First: PAT

Middle:

Last: EXAMPLEA

Cadency:

SSN: 1XXXXXXXX9

DOB: 20 Dec 1968

Sex: MALE

Mailing Address: 1234 LANE

City: USAF AFB

State/Country: NJ

Zip: 55555-0000

Home Phone: 5555550000

+ Sponsor Rank: MASTER SERGEANT

1XXXXXXXX8

OTHERB,PATIENT

15 Jan 1971

MALE

4567 STREET

USAF AFB

PA

55555-0000

5555550000

CAPTAIN

Quit **Update**

Update Patient Demographic Data

Person Data - Privacy Act of 1974 (PL 93-579)



Additional Registration/Identity Elements - PATCAT

- Patient Categories (PATCAT) are used to identify a patient's service and status within CHCS
- Equivalent within DEERS would be a combination of Branch of Service, Sponsor Cat Code, and Healthcare Delivery Program Code (HCDP)
- Indicates status within the enrolled population via Beneficiary Category
- PATCATs also act as identifiers when calculating workload and act as triggers during billing
- The current PATCAT is stored at each point of service



Additional Registration/Identity Elements - PATCAT

● PATCAT/ HCDP

- During auto registration via a Primary Care Manager Information Transfer (PIT) message, a one-time translation of the PATCAT is done
- CHCS will allow “non logical” sponsor/dependent PATCATs (i.e., Sponsor F11 & HCDP of 117 and the dependent is an F43)
- The CHCS PATCAT is not updated automatically from DEERS, which impacts potential insurance policy collection
- Dual eligibility adds a layer of complexity; one patient may have more than one PATCAT and/or HCDP



Additional Registration/Identity Elements - PATCAT

DEERS ELIGIBILITY DATA

Name: EXAMPLE, PATIENT

Patient Category: **USAF ACTIVE DUTY**

FMP/SSN: 20/1XX-XX-XXXX

EX/DOB/AGE: M/27 Oct 1961/45Y

Eligibility Date: 22 Jan 2007

Name

First: PATIENT

Middle:

Sponsor SSN: 1XX-XX-XXXX

Branch of Service: AIR FORCE

Last: EXAMPLE

Cadency:

Pay Grade: 07

Sponsor Cat Code: Retired

DOB: 27 Oct 1961

Sponsor Rank: SERGEANT

Sex: MALE

Sponsor UIC:

Relationship: Self

UIC Zip Code:

HCDP Code: **117**

Type: MEDICAL

Enr DMIS ID: 9999

TRICARE PRIME FAMILY COVERAGE FOR RETIRED AND MEDAL OF HONOR SPONSORS AND FAMILY MEMBERS

HCDP Start Date: 22 Jan 2007

Region Code: 99

HCDP End Date: 22 Jan 2007

Network Provider: Direct Care Net

ECHO Code:

ECHO Start Date:

ECHO End Date:

eXit

PCM

HCDP

Demographics

prInt

hElp



Additional Registration/Identity Elements - FMP

- Family Member Prefix (FMP)
 - Used to identify the Sponsor/Dependent relationship
 - This is not a supported element within DEERS and must be calculated by “counting” sponsor beneficiaries within DEERS
 - Need to consider:
 - Which beneficiary was born in relation to the others
 - The order that they appear in the DEERS Family Screen regardless of eligibility
 - Patient’s FMP can be different between different Sponsors



Types of Registration

- Mini Registration
 - Initiates an automated DEERS check for eligibility after critical information is entered (SSN, SEX, DOB)
 - Allows a DEERS synchronization as part of the registration process
- Full Registration
 - Initiates an automated DEERS check for eligibility after critical information is entered (SSN, SEX, DOB)
 - Allows a DEERS synchronization as part of the registration process
 - Allows additional demographic information
- Auto Registration
 - DEERS automatically registers patient onto CHCS
 - PIT message when patient enrolled via Managed Care Support Contractor



Causes of Registration Errors

- Lack of training for MTF personnel
- Too many users assigned CHCS Registration capabilities
- No DoD standardization for handling patients with multiple eligibility/identity and other systemic issues
- Limitations of system standardized reports used for identification and correction of patient registration issues
- Limited understanding of the cause and effect of patient registration and identity throughout the MHS



Common Causes of Duplicate Records

1. Newborns

- Newborns generally create duplicate AHLTA patient records due to issues with demographic updates from CHCS-AHLTA

2. Erroneous data entry into CHCS

- Erroneous data in CHCS can create duplicates in both CHCS and in AHLTA
- This may occur when a patient is added to a local CHCS host (e.g., new DoD arrivals or a transfer from one MTF to another)



Common Causes of Duplicate Records

3. Erroneous historical data in CHCS

- Duplicate AHLTA patient records have resulted from erroneous historical data in CHCS hosts prior to the creation of the DoD EDI_PN (PAT ID)

4. Intentional creation of duplicate records for individuals with multiple eligibilities/identities

- Duplicate records are intentionally created to provide a workaround for patients with multiple eligibilities/identities

5. Key interfaced systems not communicating identity/merges

- Due to breakdown in interface communication, duplicates may reside in off-board systems



Recommendations for Reducing Duplicate Records

- Patient registration should be a clearly designated responsibility at each facility
- Allow only fully trained personnel to register patients
- Use multiple and accurate patient lookup procedures
- Appoint Registration POC for facility
- Use standardized reports and open communication between users and Registration POC to initiate corrective measures



Proper Patient Lookup Procedures

- Before registering a new patient on CHCS:
 - Initially search for the patient as a person, not a level of eligibility
 - Implement 4-way lookup procedures:
 1. Patient Name
 2. Patient Full SSN
 3. Sponsor Full SSN
 4. 1st Initial of last name and last 4 of sponsor SSN
- * Use Date of Birth (DOB) as a confirmation field



Proper Patient Lookup Procedures

- Ask the patient the following questions:
 - Have you been entered in the computer system under any other sponsor?
 - Have you had any status changes?
- Confirm:
 - Is the NAME spelled correctly?
 - Does the patient have a different last name from the sponsor?
 - Has the patient been overlooked in the PICK LIST?
 - Has the patient been PREVIOUSLY registered incorrectly?
 - Is the patient's name HYPHENATED, and was the hyphen used?



Registration POC Role (Responsibilities)

- First line of communication for registration issues within MTF
- Notifies appropriate site personnel when changes are made (physical records are also tracked within CHCS)
- Reviews erroneous patient records
- Conducts training as necessary
- Has input into assignment of registration keys and access
- Identifies and merges duplicates and/or logs trouble-tickets
- Maintains duplicate patient-associated mail groups
- Stays current with MHS identity changes and merge/unmerge guidelines



Summary

- Validate accuracy of patient records by synchronizing with DEERS
- Avoid occurrence of duplicate records due to missing/incorrect registration data by executing accurate patient lookup procedures
- NEVER intentionally create a duplicate record due to multiple eligibility
- Ensure proper steps to updating EXISTING records in CHCS
- Notify your site Registration POC when duplicates and other patient registration issues are found
- Ensure MTF staff are aware of the shortfalls regarding identity, and correct data when needed (keep a look out for incorrect PATCATs!)
- When correcting errors within CHCS, keep in mind how interfaced systems and processes could be affected by the error or identity change
- **REMEMBER THESE ARE YOUR RECORDS and YOUR**



How Registration Impacts Reimbursement

Questions?